

Motivation, Competence and Appreciation for the Performance of Nurses in Inpatient Care at Palabuhan Ratu Regional Hospital, Sukabumi Regency

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Abstract

Performance assesment was a tool that could be trusted as a control of human resources and productivity, but in fact performance of implementing nurses was a problem in all of nursing services. Performance of implementing nurses in Indonesia was still low, the factors that could be influenced nurse performance were motivation, competence and reward. Identification of relationship between motivation, competence and reward to performance of implementing nurses in the inpatient room of RSUD Palabuhan Ratu Kabupaten Sukabumi. This study used cross sectional. The sample in this study amounted to 106 respondents used two proportion difference test. The study instrument used questionnaires that have been tested for validity and reliability. Bivariate statistical test used Chi-square and multivariate tests used Multiple Logistic Regression. The results of this study used Chi-Square showed that p-value of motivation and competence variables was $0.000 < 0.05$, which means that it had a significant relationship to nurse performance and p-value of reward variable $0.001 < 0.05$ which means that it had a significant relationship to nurse performance. While used Multiple Logistic Regression, results of the dominant factors that affect nurse performance was competence with OR 27,004. Motivation, competence and reward could affect performance of implementing nurse, it was expected that RSUD Palabuahan Ratu could maintain and develop what had been good.

Keywords: Competence, Motivation, Nurse Performance, Reward.

Introduction

Hospitals are public health care institutions with unique characteristics influenced by developments in health science, technological advancements, and the socioeconomic life of the community. They must continue to improve their services to provide higher -quality and affordable services to achieve the highest level of health. Within the hospital system, nursing care is crucial, as seen from the perspective of nurse performance.

Performance is the quality and quantity of work results achieved in carrying out assigned tasks and responsibilities. A nurse's performance is measured by the service provided to patients, resulting in patient satisfaction or dissatisfaction [1].

Maimun's (2016) research at Bhayangkara Hospital in Pekanbaru reported that the performance of implementing nurses was

low at 53.4 %. Hidayat Rahmat's (2016) research at Surabaya Hospital also showed that the performance of implementing nurses was low at 53.4%. 50%.

Meanwhile, research conducted by Maulani (2015) at H. Hanafie Muara Bungo Jambi Regional Hospital also showed that the performance of implementing nurses was in the poor category at 47.6%. When viewed from the research.

The performance of the implementing nurses is still low, almost approaching 50%, meaning that most implementing nurses are still not providing optimal nursing services to patients. This shows that performance is an important element for management to pay attention to so that the nursing services provided can be quality.

The performance of nursing staff is influenced by various factors. One of these is motivation. Motivation is a human psychological characteristic that contributes to a person's level of commitment. Another factor is the nurse's competence. Competence influences achievement or performance improvement. Competence consists of a number of key behaviors required to carry out a specific role to produce satisfactory work performance. One motivator that managers can use to create motivation and increase productivity, but is often overlooked or underutilized, is the reward system [2].

Based on the background description above, a source was obtained from the head of the nursing division where the researcher found a phenomenon that the Implementing Nurses in the Inpatient Care Unit of Palabuhan Ratu Regional Hospital, Sukabumi Regency, had several problems, including:

lack of discipline among Implementing Nurses in coming to work for various reasons (47.5%), less than optimal opportunities to follow education and training levels for Implementing Nurses (50.2%), still lack of incentives for Implementing Nurses that are appropriate to the work, thus causing dissatisfaction (50.5%).

Table 1: Respondent Characteristics

Respondent Characteristics	Characteristics	Frequency (f)	Percentage (%)
Age	>22 – 30 Year	74	69.8
	30 – 40 Year	32	30.2
Gender	Male	56	52.8
	Female	50	47.2
Education	D III Kep	73	68.9
	(Vocational) Nurse (Professional)	33	31.1
Length of work	>1 – 5 Years	85	80.2
	>5 Years	21	19.8

Table 2: Variables Independent

Independent Variable	Categorical	Number	Percentage (%)
Motivation	Low	54	50.9
	High	52	49.1
Competence	Low	39	36.8
	High	67	63.2
Rewards	Low	49	46.2
	High	57	53.8

Table 3: Variables Dependent

Variables	Categorical	Amount	Percentage (%)
Nurse Performance	Not Good	34	32.1
	Good	72	67.9

It can be seen that most of the nurse The inpatient care staff at Palabuhan Ratu Regional Hospital, Sukabumi Regency, have

Based on the above phenomenon, the researcher is interested in taking the research title regarding "Analysis of Motivation, Competence and Appreciation of the Performance of Nurses in the Inpatient Ward of Palabuhan Ratu Regional Hospital, Sukabumi Regency".

Method

This type of research is quantitative research using a cross-sectional research design, because the independent (free) data collection, namely Motivation, Competence and Rewards, as well as the dependent (bound) variable, namely Performance, were taken at the same time [3, 4].

Square and multivariate analysis using Multiple Logistic Regression.

Results

The results of the study explaining the relationship between nurses' competency motivation and appreciation towards nurses' performance in inpatient care at Palabuhan Ratu Regional Hospital, Sukabumi Regency are as follows:

good performance. enough as many as 72 people (67.9%).

Table 4: Bivariate Analysis A) The Relationship between Motivation, Competence and Rewards on the Performance of Nurses in the Inpatient Ward of Palabuhan Ratu Regional Hospital, Sukabumi Regency

Variabel	Nurse Performance				
	Not Good	Good	n	P-value	OR
Motivation					

Low	31	23	54	0.000	22.014
High	3	49	52		
Competence					
Low	28	11	39	0.000	25.879
High	6	61	67		
Awards					
Low	24	25	49		
Tinggi	10	47	57	0.001	4.512

Based on the table above, the results show that motivation and competence have a significant relationship with nurse performance with a p-value of 0.000, and likewise with awards, which

have a p-value of 0.001, which means that they have a significant relationship with nurse performance [9,10] significant relationship with nurse performance [11].

Table B): Relationship between Respondent Characteristics and Nurse Performance

Variabel	Nurse Performance				
	Less Good	Good	n	P- value	OR
Age					
20-30 year	24	50	74	1.000	1.0
30-40 year	10	22	32		56
Type					
Sex					
Man	17	39	56	0.847	0.8
Woman	17	33	50		46
Education					
Vocational	26	47	73	0.349	1.7
Profession	8	25	33		29
Working hours					
1-5 year	30	55	85	0.243	2.3
>5 year	4	17	21		18

Based on the table above, the results show that there is no significant relationship between respondent characteristics and nurse performance because the p-value > 0.05.

Table 5: Analysis Multivariate

a. Initial modeling

From the table above, it shows that there are 3 variables with p-value < 0.05, namely motivation, competence and appreciation, while those with p-value > 0.05, namely education and length of service where it is issued sequentially from the model starting from the old one Work [12-14].

Variables	B	SE	Wald	df	Sig.	Exp(B)
Motivation	2,746	0.809	11,514	1	0.001	15,587
Competence	3,273	0.745	19,323	1	0.000	26,399
Awards	1,746	0.734	5,654	1	0.017	5,733
Education	0.596	0.773	0.595	1	0.440	1,815
Length of working	-0.313	0.833	0.141	1	0.707	0.731

b. Logistic Regression Model with Interaction test

1) Interaction Test of Education with Independent and Old Variables Work

The education category with motivation, competence, awards and length of service shows no significant interaction on the performance of implementing nurses because the p-value is > 0.05.

Sub variables	B	S.E.	Wald	OR	P-value
Education with motivation	2.092	1.670	1.569	0.123	0.210
Education with competence	0.265	1.515	0.031	1.303	0.861
Education with rewards	1.256	1.713	0.538	3.510	0.463
Education with length of service	0.106	0.488	0.047	1.112	0.828

2) Interaction test of Length of Service with Independent Variables and Education

Sub variables	B	S.E.	Wald	OR	P-value
Long working hours with motivation	18.499	11011.903	0.000	1.081E8	0.999
Length of service with demonstrated competence	-0.664	1.288	0.266	0.515	0.606
Long service with appreciation	-0.227	1.399	0.026	0.797	0.871
Length of employment with education	0.178	0.353	0.254	1.195	0.614

d. Final modeling

Variables	B	SE	Forest	df	Sig.	Exp(B)	95% CI for EXP (B)	
							Lower	Upper
Motivation	2.691	0.794	11.494	1	0.001	14.745	3.112	68.863
Competence	3.296	0.719	21.035	1	0.000	27.004	6.603	110.443
Awards	1.663	0.711	5.474	1	0.019	5.273	1.310	21.230
Constant	-2.619	0.678	14.901	1	0.000	0.073		

The results of variables that have a relationship to nurse performance are motivation with a p-value of 0.001, competence p-value of 0.000 and awards p-value of 0.019. The Odd Ratio of the motivation variable is 14.745, meaning that nurses have a 14 times higher chance of motivation compared to nurses who lack motivation towards performance. The Odd Ratio of the competency variable is 27.004, meaning that nurses have a 27 times higher chance than nurses who lack competence towards performance. The Odd Ratio of the award variable is 5.273, meaning that nurses have a 5 times higher chance of being awarded compared to nurses who receive less appreciation [15].

From the modeling results, it can be seen that the independent variable is significant with a modeling value of P-Value = 0.000, while the predictive ability = 90.6%.

Discussion

1. Relationship between Respondent Characteristics and the Performance of Implementing Nurses Results of univariate analysis of respondent distribution

Based on age, gender, education, and length of service, it can be seen that the p-value is > 0.05 , so that all respondent characteristics do not have a significant relationship with the performance of nurses in the inpatient ward of Palabuhan Ratu Regional Hospital. Meanwhile, the bivariate test results obtained for education and length of service were included in the multivariate analysis because the p-value during bivariate selection was < 0.25 .

2. The Relationship between Motivation, Competence and Rewards on the Performance of Implementing Nurses

a. Motivation

Based on the results of the distribution of motivation variables, it can be concluded that if nurses have high motivation, their performance will tend to be... Good.

This research is in accordance with Anoraga's statement as quoted by Cecep (2013), that motivation can create enthusiasm or encouragement in a person to do things that can change their behavior [16].

According to the researcher's assumption, nurse motivation at Palabuhan Ratu Regional Hospital is influenced by facilities and the work environment. When facilities and infrastructure are

adequate, nurses are encouraged and motivated, thus creating awareness of their roles and responsibilities, as well as a willingness to advance, thus encouraging improvements in the quality of work and performance in providing care. Nursing [17].

b. Competence

Based on the results of the variable distribution, it can be concluded that if nurses have high competence, it will affect nurse performance. This research is in line with Budiawan's research (2015) which states a significant relationship between nurse competence and nurse performance with a p-value of 0.001, another study conducted by Hendi (2016) where the results of the study stated that competence has a positive and significant influence on nurse performance in the inpatient room with a p-value of 0.001. 0.001.

According to the researcher's assumption, the high level of competence possessed by nurses at Palabuhan Ratu Regional Hospital is due to several factors, namely the skills possessed because of the skills.

Nurses are needed to increase their self-confidence and technological advances encourage nurses to have competence in their fields, such as relationships between employees where in the field researchers saw that the organizational culture at Palabuhan Ratu Regional Hospital was good.

c. Award

Based on the results of the distribution of the award variables, it can be concluded that if nurses receive high awards, it will affect nurse performance.

This research aligns with Bangun (2012) who stated that an award is a form of recognition for a particular achievement, given by either an individual or an institution. Awards can be material or non-material, but they still bring pride to those who receive them.

According to the researcher's assumption, the high appreciation at Palabuhan Ratu Regional Hospital is due to a strong employee organization where the employee organization influences performance, then the cost of living where the cost of living in the Palabuhan Ratu area is quite high because the Palabuhan Ratu area is an area that is starting to be developed, and productivity.

Dominant Factors between Motivation, Competence and Appreciation on Nurse Performance

The dominant factor in this study is competence, where the odds ratio for competence is greater than the others, namely 27,004 with a Beta coefficient of 3,296. This is in line with Wibowo (2012) who stated that factors influencing competence and motivation include beliefs and values, which influence a person's abilities and motivation. A person's abilities and desire for appreciation (reward) by others are factors that enable people to perform their work better. Similarly, Fergie (2015) states that competence is formed through the alignment of mental and physical skills. Therefore, it is found that highly motivated nurses possess the necessary abilities and skills to work effectively. Good.

Conclusion

From this research, it can be concluded that motivation, competence, and appreciation have a significant relationship with nurse performance. Meanwhile, the dominant factor is... influences the performance of nurses, namely the competencies that owned.

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